MICRO FOCUS®

World Wide Technology

Digital Transformation Customer Journey

Digital Transformation

World Wide Technology (WWT)

Powering Digital Transformation
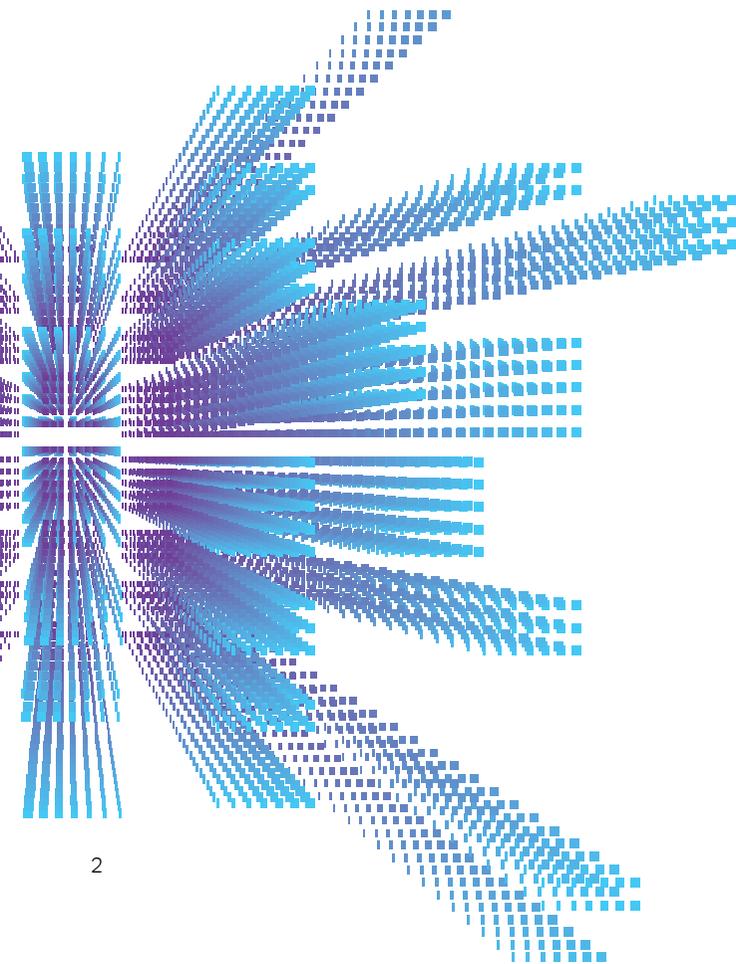
The rules of business—and public sector—are being rewritten nearly every day as a combination of technology advancements, evolving customer expectations, process enhancements (e.g., digitization), and new business models are forcing executives to rethink their IT strategies.

Fundamentally, most organizations are trying to move faster, have greater agility, secure what matters most, and leverage insights to drive value. These objectives align directly to the four core pillars of digital transformation: Enterprise DevOps, Hybrid IT Management, Security, Risk & Governance, and Predictive Analytics.

Enterprise DevOps   **Hybrid IT Management**   **Security, Risk & Governance**   **Predictive Analytics**

Micro Focus empowers its 40,000 customers worldwide to digitally transform—both within and across these pillars. By delivering enterprise software that bridges the existing and the emerging, Micro Focus delivers on the promise of "smart digital transformation."

The following customer story is yet another example of how Micro Focus has helped customers run and transform their business at the same time.

At a Glance

World Wide Technology

World Wide Technology (WWT) is a Fortune 100 technology solution provider with $10.4 billion in annual revenue and more than 4,600 employees. It serves the needs of large public and private organizations around the globe, including many of the world's best-known brands.

Digital Transformation Pillars
Enterprise DevOps, Predictive Analytics

Industry
Software and Technology

Location
Missouri, USA

Objective
Improve time-to-market and product quality with streamlined development and test processes as well as real-time analytics for optimal integration and transparency.

Our Response
Micro Focus ALM Octane
- Ensure high-quality application delivery and continuous integration via Enterprise DevOps Agile management.

Micro Focus Vertica Analytics Platform
- Deliver unified predictive analytics at massive scale and high speed.

Impact
- Reduced time-to-market delivery of new functionality from 2 months to 1 week
- Improved data-driven decision making
- Boosted productivity through streamlined teamwork and increased visibility
- Enabled resources to focus on core business rather than system maintenance

Deliver at High Speed with Low Risk

Agressive adoption of DevOps to support company growth

WWT had a clear inhibitor to digital transformation. Doubling in size every four years, and with a culture of disjointed teams, it realized the only way to scale was through technology designed to streamline processes and improve teamwork. Walter Whitaker, Quality Assurance Manager for WWT, explains: "We have over 800 people in our development teams, including a large off-shore team in a different time zone. We need tools that everyone on the team can use so, for example, you no longer have QA people just using a QA tool."

A digital transformation initiative, leading with agile practices and DevOps, led Whitaker to Micro Focus ALM Octane, which addressed many of the challenges they were experiencing with their existing test management tools. It had a more intuitive interface, worked with any browser, and it would easily integrate with all the other tools. WWT chose the Software-as-a-Service (SaaS) delivery for ALM Octane, so that they could focus on their core business, rather than supporting and maintaining the test management solution. ALM Octane is part of the Micro Focus ALM solution and integrates with Micro Focus Agile Manager and the ALM/Quality Center platform, enabling teams to easily share assets and reports across projects.

Improved time-to-market with digital transformation

Speed and improved time-to-market are WWT's instant advantages of using ALM Octane. As Whitaker explains: "ALM Octane is part of our whole digital transformation. We've been able to take some of our development groups from one month to production down to one week, and we think we can get that down to one hour. This means our business stakeholders can get new features faster."

Oracle E-Business Suite (EBS) is the backbone of WWT's operations, with its key modules managing a highly complex warehouse and logistics system. When WWT decided to upgrade its Oracle implementation and move from an on-premises installation to the cloud, it realized this would be a major undertaking. As Whitaker comments: "We regard this as a re-implementation with new core functionality. Our teams already use agile development and testing through our DevOps model and this project follows the same approach."

> "The testing requirements associated with a project of this scale are huge. Thankfully we have ALM Octane to support this."
>
> Walter Whitaker, Quality Assurance Manager, World Wide Technology

# Analytics for Business Insights in a Data-Driven World

Granular real-time view with Vertica

Moving through the test cycles, reporting becomes more complex and involves increasingly more data. With an Open Source relational database to extract ALM Octane data, it was taking 40secs to download and extract the data required for hourly reports. Whitaker puts this into context: "At the moment we're querying 11,000 rows of test data, but this is growing by 1,000 data rows every day. Our Open Source solution just isn't robust enough for this. A vital part of becoming a data-driven organization is the support of an enterprise-level data analytics solution to give us a much more real-time and scalable experience."

Vertica provided the answer to the database strain due to increased test data, and was able to provide much more value as well. As Whitaker describes: "We report on a wide variety of metrics; from defects and incident reports, to complex dashboards evaluating the testing quality, test coverage, user errors, severity of reported issues, and so on."

"Vertica enables us to become far more sophisticated in our reporting capability. We can get more granular with a real-time view of our velocity. A burn-down chart shows us whether we're ahead or behind in certain areas; a great management tool for us."

Walter Whitaker, Quality Assurance Manager, World Wide Technology
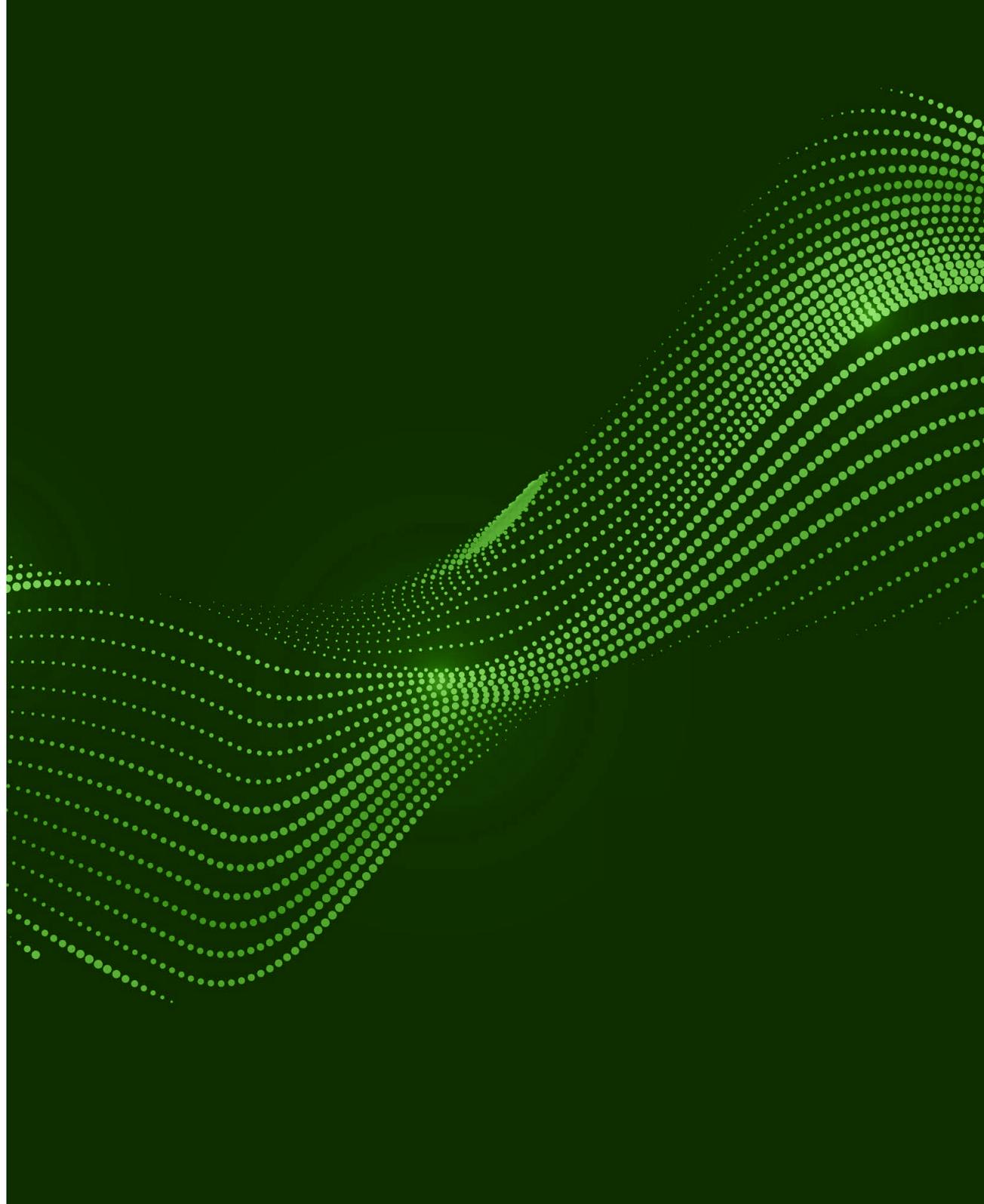
Digital Transformation Achieves Integration and Transparency
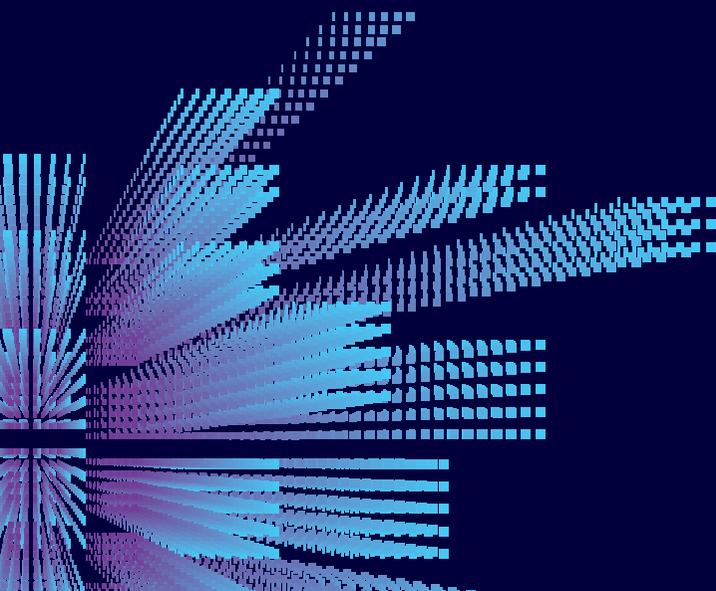
ALM Octane promotes integration and transparency

Just the development and functional test phases required over 1,300 test cases. After this, things become even more complex, with full end-to-end testing across different systems and organizational work streams. WWT worries about hand-offs of tests and how to track everything. By organizing tests into different test suites and using the comment fields to hand-off tasks between the team member preparing the test and the team member executing it, everything is tracked and transparent to all.

With a multi-year project, ALM Octane really comes into its own. The open API makes it easy to integrate with other systems, giving much-needed flexibility. ALM Octane's single sign-on capabilities are fully leveraged and it is easy to add users or change permissions. People are in teams, but can also be aggregated into sub-teams for the purpose of this project. The interface is clean and modern, appealing to all users.

Whitaker states: "The ALM Octane SaaS implementation allows us to focus on quality assurance and not on maintaining software and applications. Vertica has added value to our data-driven mission, and we'll continue to leverage it far beyond this project. It helps us set goals and measure against them. We like the flexibility of generating any report we want because the data is easily available to us."

"With ALM Octane, our teams are able to work in a tool of their choice with all information flowing back and forth, exactly where it needs to be."

Walter Whitaker, Quality Assurance Manager, World Wide Technology

Conclusion

By concentrating on Enterprise DevOps and Predictive Analytics use cases, WWT was able to digitally transform and achieve newfound speed and agility, with greater insights.

Reduced time-to-market delivery of new functionality from 2 months to 1 week

Improved data-driven decision making

Boosted productivity through streamlined teamwork and increased visibility

Enabled resources to focus on core business rather than system maintenance

Whether customers need inspiration for Enterprise DevOps, Hybrid IT Management, Security, Risk & Governance, Predictive Analytics, or all of the above, Micro Focus is committed to helping them digitally transform their organizations.